

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date	August 9, 2010
Place	550 S. Vermont Ave., 10th Floor	Start Time:	9:00 a.m.
Chairperson	Martha Drinan, RN, MN, APRN	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D.		
Recorder:	Maria Gonzalez		
Members Present	Alyssa Bray; Anahid Assatourian; Ann Lee; Bertrand Levesque; Carol Eisen; DonnaKay Davis; Donald Gonzales; Gassia Ekizian; Gloria Lara Vasquez; Janet Fleishman; Jeff Kohn; Jennifer Ruiz; Kimber Salvaggio; Kimberly Spears;; Lisa Harvey; Maria Gonzalez; Michelle Rittel; Monika Johnson; Norma Cano; Rashied Jibri; Rebecca Hall; Seth Meyers; Susanne Birman; Sylvia Guerrero; Terra Mulcahy; Vandana Joshi; Yvette Willock;		
WebEx Participants	Susan Crimin; Jessica Wilkins; Kimberly Floyd; Tammy Blair		
Excused Members			
Absent Members	Albert Thompson; Erica Melbourne; Julie Valdez; Kari Thompson; Kumar Menon; Leah Carroll; Leslie Shrager; Lupe Ayala; Martha Drinan; Mary Ann O'Donnell; Melody Taylor; Nina Johnson; Norma Fritsche; Naga Kasarabada; Robert Levine		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	C. Eisen
Review of Minutes	The minutes were reviewed and approved.	Minutes were review and approved.	QIC Membership

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SA QIC Liaison Reports	SA 1: Mary Ann O'Donnell presented on Risk Management, she was well received.	Next meeting October 5, 2010. Contract Providers are requesting a Field Safety training. Also requesting a provider guide that identifies which agencies are providing what specific EBP for referring clients.	K. Floyde
	SA 2: Adult: Sandy Escobar from Didi Hirsch will be presenting on PDSA, what it is, the challenge, and using this QI tool. The new QI Handbook will be discussed as well.	If you are interested in attending the SA QIC meeting you are welcome. Meeting will be September 16, 2010. To be held at San Fernando MHC at 10: a.m. Also we are in the process of creating on the job survey for those that have been trained on the CCP Webase Module training.	K. Salvaggio
	SA 2: Children: Dark in July.	Next meeting August 19, 2010.	M. Rittel
	SA 3: V. Joshi presented on Geo-Mapping and Service Area specific data. The presentation was well accepted.	There was a request for information on EBP's to be incorporated in the provider directory that has already been established – so clients can be referred correctly to EBP providers. Next meeting September 15, 2010.	S. Meyers
	SA 4: Discussed the difference between QI/QA. Ingrid Marchus presented on COD, differences phases, treatment of COD, and how to incorporated COD Intervention within mental health treatment. SA 5: Discussed QA infrastructure, differences between QI/QA. PRO staff presented on New Change of Provider Form. Also QI Handbook was distributed and reviewed.	Suggestion was made to specifically go over the QI Work Plan Items & Goals, Next meeting September 21, 2010. Next meeting September 14, 2010.	A. Bray M. Johnson

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SA QIC Liaison Reports cont.	<p>SA 6: Continue with documentation sharing. The QIC agenda format was restructured using the model distributed. Reviewed CCP Training Manual. Members had a discussion of new Consumer Perception Survey.</p>	<p>The CCP is completed in our SA. Next meeting August 18, 2010.</p>	K. Spears
	<p>SA 7: No report at this time.</p>		
	<p>SA 8: Discussed differences between QI/QA. QI Handbook was also reviewed. Members went over the CCP Module, and discussed how is going to be distributed. Also discussed how CADMH is piloting this year's survey.</p>	<p>Next meeting September 21, 2010.</p>	L. Ayala
		<p>Next meeting September 15, 2010.</p>	N. Cano J. Fleishman
Countywide Children's	<p>Paul McIver will present on TBS and the Transformation Processes. Also Mary Silvestrini will present on PEI, and to go over Questions and Answers.</p>	<p>Next meeting August 12, 2010. Meeting to be held at 600 Commonwealth St., 2nd Floor Conf. Rm.</p>	L. Harvey
Patient Rights Office QIC Issues	<p>PRO continues to meet with SA's QIC members to answer questions re: the new format of the Request for Change of Provider. PRO starting to be contacted with client concerns about departmental transformational changes in service delivery over the past few months. Part of Transformation is growth in the Wellness Centers – some clients are not happy about the change. Clients are going to the Wellness Center from FSP, SCCS. PRO will also be meeting with SAACS.</p>	<p>Clients in the Wellness Center need to be involved as much as possible in individualized goal settings, and how to achieve those particular goals. Incorporating the client into decision making is part of Recovery Model.</p>	J. Kohn
Clinical Care Report	<p>Dr. Carol Eisen mentioned that the DMH Parameters for psychotropic medications are periodically reviewed and updated. They are currently undergoing revisions. The Nurse Practitioner standardized procedures were updated and are available online. The Prescribing and Monitoring policy was revised to include furnishing and furnishing supervision. The MD Peer Review policy was also updated.</p>	<p>Psychotropic Medication Parameters are posted on the website at http://dmh.lacounty.gov/ToolsForClinicians/Clinical_Practice/clinical_guidelines.html and apply to adults and older adults. Also Guidelines for psychotropic medications for children was updated recently and posted on website.</p>	C. Eisen

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Cultural Competency Committee	Cultural Competency staff continues to work on finalizing the Cultural Competency Plan. Deadline is August 31, 2010. Currently working on goals for next year. Also attending the SAAC's meeting to initiate new ideas.	Committee members will meet August 11, at 1:30 – 3:30 p.m. 695 S. Vermont Ave., 15 th Floor Glass Conference Room.	R. Hall
SA QIC Meeting Minutes	S. Birman distributed a handout that identified SA QIC minutes missing/not posted on QI webpage. All minutes and agendas should be posted on psb@dmh.lacounty.gov web page for the State and EQRO audit purpose.	Ms. Birman reminded all SA QIC's to submit their Agenda and Minutes to psb@dmh.lacounty.gov	S. Birman
EPSDT PIP Overview & Status Report	T. Mulcahy gave a update on the EPSDT PIP meeting, that it was held on August 4, 2010. In the meeting it was discussed that is going to be two (2) Cohorts, 1 identifies 2008-2009, Cohort 2 identifies 2009-2010. The EPSDT PIP will be developing Intervention Action Plan surrounding the three identify markers from EPSDT PIP Roadmap. 1) Performance Management Monitoring, 2) Compliance & Documentation Training, 3) Evidence Based Practice Training & Implementation. #1 will look at parameters of the study & how the utilizers are being identified and tracked. The development of the Report Card may follow to identify study participants. #2 There was a discussion of using the Quarterly Children's Countywide QIC meetings to present the EPSDT PIP overview. Working to assure accurate documentation on hours of clinical interventions. Also possibly finding documentation of high utilizers. #3 It is already taking place for most of contract facilities. Increased EBP's should lead to a decrease in high utilizers.	Timeline is to pull the 2009 Cohort 2 data by the end of August. Meet with CIOB on September. The PIP study committee will meet to determine baseline to pull from the IS for Outcome measures in September. Roadmap Taskforce to meet in September to Re-do the DMH Road Map. No date yet for the final PIP Report.	T. Mulcahy
State DMH Systems Review Protocol Training	S. Birman announced Save the Date for State Annual Review Protocol Training by CDMH on September 23, 2010, at 10:00 am, in Rialto California		S. Birman

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State DMH System Review QI Section H	Ms. Birman distributed a handout memo dated June 21, 2010. from CADMH Chief of Medi-Cal Oversight, The System Review FINAL REPORT, Section H Quality Improvement Program. Ms. Birman reported that due to N. Fritsche's appeal LACDMH is now in compliance in "Timeliness of Routine MH appointments". All of QI now in compliance.	Reactions and responses to this announcement were discussed. No action needed on this item presently.	S. Birman
Handouts	<ul style="list-style-type: none"> ➤ State DMH System Review – Memo dated June 21, 2010 and QI Section H ➤ Reminder Re: 2010 SA QIC Minutes Missing on DMH Intranet QI Website 		
Announcement	None		
Next Meeting	<p style="text-align: center;">September 13, 2010 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 10th Floor Conference Room Los Angeles, CA 90020</p>		

Respectfully Submitted,

Carol Eisen, MD